For information on becoming a Customer Service Representative, see Sources of additional information within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant St., PO Box 159, 03570-0159

Claremont (543-3111)

<u>404 Washington St., PO Box 180, 03743-0180</u>

Concord (228-4100)

10 West St., PO Box 1140, 03302 - 1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Rd., 03431-3926

Laconia (524-3960)

426 Union Ave., PO Box 760, 03246-2894

Lebanon (448-6340)

85 Mechanic St., Ste.4, 03766-1506

Littleton (444-2971)

646 Union St., Ste. 100, 03561-5314

Manchester (627-7841)

300 Hanover St., 03104-4957

Nashua (882-5177)

6 Townsend St., 03060-3285

Portsmouth (436-3702)

2000 Lafeyette Rd., 03801-5673

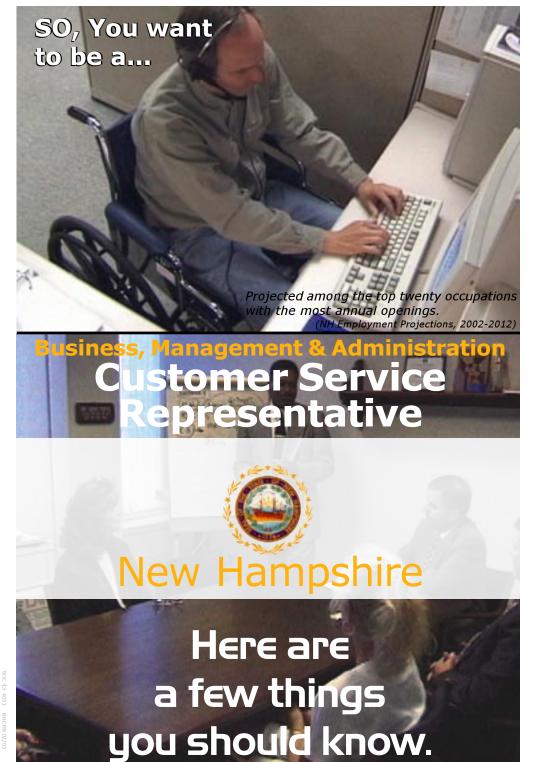
Salem (893-9185)

29 South Broadway, 03029-3026

Somersworth (742-3600)

243 Rt.108, 03878-1512





You'll want to know a few things about this career.

Avg Hrly Wage: \$13.80 Expected GrowthRate*: 25% Avg AnnOpenings: 311

Training/Educ Needed:

Moderate Onthe-Job Training High school diploma is most common requirement although college can sometimes be preferred.



Interests
(Holland Code):
CES
(Conventional,

(Conventional, Enterprising, Social)

Interest Area:
Business &
Administration

Working Conditions: Pleasant and comfortable clean, well lit offices.

Avg Work Week:

40hrs (Some may work days, evenings and weekends. Some call centers can be open 24hrs/day.)

Basic Skills: Reading, listening, writing, speaking.

Job Skills: Active listening, speaking, writing, reading comprehension, speaking, critical thinking, judgement and decision making, instructing, mathematics, active learning, service orientation, negotiation, complex problem solving, coordination, monitoring, social perceptiveness.

www.onetcenter.or

TASKS

- 1. Interact with customers to provide information in response to inquiries about products/services.
- 2. Handle and resolve customer complaints about such things as billing and service.
- 3. Assist individuals interested in openings accounts such as for various utilities (electric/gas) or communication services(cable/telephone).
- **4.** Receive orders for services to be installed, turned on/off, cancelled, reinstated, or changed.
- 5. May explain how to use equipment and solve any equipment problems or how to navigate an internet site.

Employment Security (Contact office nearest you or go online to www.nhes.state.nh.us).

Sources of additional info: NH

American Management Association, 1601 Broadway, New York, NY 10019 (<u>www.amanet.org</u>).



ООН, 2002-2003